

Bill Brown Scenario

Rashida Hoskins

Your life:

- For many years, you were a case worker at the county human services department. After you experienced hospice services for your own mother, you decided hospice care was what you wanted to do next.
- You have been a hospice aide now for the past four years. You are very proud of the care and support you provide to patients and their families.
- You are the hospice aide for Bill Brown. His wife, Betty, has been his caregiver for the past year. You have provided hospice services to Bill for three weeks.

You value:

- Ensuring the comfort, dignity, and safety of all patients
- Serving as an advocate and voice for those in your care who are most vulnerable

You appear in Scenes One, Two, Three, and Four

Summary of the Scenario

This Scenario focuses on Bill Brown, an 83-year-old man dying of cancer. Bill has been in extreme pain due to cancer for over a year, and he and his family have decided to stop cancer treatment. He is expected to die within the next few weeks. Bill's wife, Betty, has been providing home care for him for the past year, and Bill has been receiving hospice care for three weeks. He wants to die at home.

Bill and Betty have one son and three grandchildren who live in California. They have no other close family members in Wisconsin. Bill is on morphine and other pain medications. He has begun sleeping more as the drugs, pain, and cancer take over his body. He has only brief moments of alertness, is barely eating, and is rapidly losing weight. Rashida, the hospice aide, realizes that Betty is increasingly overwhelmed with the task of caring for Bill. Betty has not been turning Bill regularly, which has resulted in increased pressure ulcers. Rashida also believes that Bill has not been getting enough pain medication.

Lives

- **Bill Brown**, hospice patient
- **Betty Brown**, Bill's wife
- **Brent Brown**, Bill and Betty's son
- **Rashida Hoskins**, hospice aide
- **Albert Holmes**, RN Case Manager – Rashida's supervisor
- **Bea Console**, bereavement counselor
- **Shawn Wright**, hospice social worker
- **Randa Records**, Documentation Specialist

Who is in each Scene

- **Scene One** (on Blue paper): Rashida, Betty, and Bill
- **Scene Two** (Green): Rashida and Brent
- **Scene Three** (Yellow): Rashida, Albert, Bea, and Shawn
- **Scene Four** (Pink): Rashida, Albert, Bill, Betty, and Brent

Rashida Hoskins, age 34

Starter page

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Props: Bill's Care Plan

Scenes you are in: All

Warm-Up

Bill and Betty:

- It is a good day for Bill.
- You can talk about Brent and his children.
- You just received a letter from Brent. Betty can read the letter.

Rashida, Albert, Bea, and Shawn:

- You have just attended a staff meeting about collaborating with other agencies. Briefly discuss an interagency collaboration that you've experienced and how it went for you.

Brent and Randa:

- Brent shows Randa a picture of him and his dad.
- Randa asks Brent about his childhood. Brent tells Randa about the good times he had as a kid.
- Randa asks Brent about his next trip to see his parents.

Scene One: Blue

Time: Thursday, 1:00pm

Participants: Rashida Hoskins, Betty Brown, Bill Brown

Rashida: Good afternoon, Betty, it's very nice to see you! How are you doing today?

Betty: Oh, hello, Rashida dear. Please do come in. I'm so glad to see you. I've just been so busy today making lunch for Bill and trying to get all the house cleaning done. You know our son Brent is coming to visit! I have to get his room ready. There's just so much to do around here.

Rashida: I'm sure there is. And how is Bill doing today?

Betty: Oh, you know Bill. It's so hard to tell. I just can't seem to do enough for him. One minute I think he's comfortable and then the next he's complaining about not having a pillow or a blanket. There's always something.

Rashida: Well, let's go see how he's doing, OK?

Rashida and Betty enter Bill's room.

Rashida: Hello, Bill. How are you feeling today?

Bill: Not so good. My backside is really hurting me.

Rashida: Well, let's see what we can do about that. Betty, has he had his pain medication today?

Betty: Oh dear. You know, I don't remember. I think I did give him some this morning.

Rashida: *picks up medication bottle* Betty, there are eight pills here. Bill should have only two left. *lifts his blanket* And there are two new pressure ulcers on Bill's side. Betty, have you been turning him three times a day?

Betty: I didn't yesterday. I didn't want to bother him because he was sleeping most of the day. And you know, I've just had so much to do around here.

Bill: I haven't been moved in two days.

Rashida: Well, first off, let's get those pain meds going, Bill. And then we'll get you turned.

Bill: I feel sick and in pain most of the time. I'm so very tired. I just want to die with dignity.

Betty: Bill has been very hard to care for lately. He is sleeping more and talking less.

Rashida: We need to follow the care plan to ensure that Bill is comfortable. Betty, should we set up a pill box for you?

Betty: I don't know. I'm feeling really overwhelmed. I wish our son Brent lived closer.

Scene Two: Green

Time: Thursday, 4:00pm

Participants: Rashida and Brent

Outside the Browns' home

Rashida: Hello, you must be Brent! I've heard so much about you. Your folks are happy that you've come home to help. I'm Rashida, their hospice aide. I come over and check in on your father.

Brent: Nice to meet you Rashida. How's Dad doing?

Rashida: Well, since your parents have told me that it's okay for me to discuss your father's condition openly with you, I must tell you honestly that your father is in a lot of pain. And, I'm worried that your mother is overwhelmed. I think she may need help caring for your dad.

Brent: What do you mean? Mom has always taken care of Dad. What's the problem?

Rashida: She's been caring for him by herself for the past year. I just don't think she gets a chance to take care of herself very often. So, I think the stress and grief have taken a toll on her.

Brent: I know it must be hard for Mom, but I just can't be here all the time to help...I live too far away. It was hard enough getting *this* time off.

Rashida: I know it must be hard being so far away, but things need to get better for your dad or it won't be safe for him to stay at home.

Brent: My dad has the right to stay at home. I want him to be at home when he dies.

Rashida: We would like to help your dad stay at home, but the issue of receiving his pain meds timely has to be addressed immediately. He needs to have his medication four times daily. He also needs to be turned three times a day to prevent him from getting pressure ulcers.

Brent: Well, I'm here now. I can make sure that Dad gets his medication on time, and I'll be sure to turn him.

Rashida: That's great Brent. I'm sure your mother will appreciate the help. How long will you be staying?

Brent: I can only stay a few days. I have to get back to California to take care of my family.

Rashida: Okay, maybe we can set up a time to talk. I'd like to set up a plan for your dad's care after you leave.

Brent: I'd be happy to do that. I want to make sure Dad's wishes are respected. He really wants to stay at home.

Rashida: I'll get back to you before you leave, Brent. Goodbye.

Scene Three: Yellow

Time: Friday 10am

Participants: Rashida, Albert, Shawn, and Bea

Rashida: Albert, can I talk to you about the situation with Bill and Betty Brown?

Albert: What's going on Rashida?

Rashida: I'm worried that Betty's overwhelmed and isn't providing the care Bill needs. Bill hadn't gotten his pain medication over the past two days, and he's developed two new pressure ulcers because she hasn't been turning him.

Albert: Thanks for bringing this to my attention. We need to get some help for Bill in his home. Are there any family members we can call in to help out?

Rashida: Their son, Brent, is visiting from California. The only reason I felt comfortable leaving was that he assured me that Bill will get his pain meds regularly. Brent's going back home in a couple of days though. He really wants to make sure his father stays at home.

Shawn: It sounds like we need some community resources for Bill's wife. Maybe that would help her focus on Bill's care.

Albert: Well, we'll need some other people to help Betty out. I'll go in and do a home check tomorrow and see what's going on. I'd like you to go with me.

Rashida: Of course. We can discuss the situation with the whole family then.

Bea: I am happy to help with that discussion if you want me to.

Albert: Let's think of a few options for them before we go.

Shawn: I want to make sure that Bill has the support necessary to live in comfort and dignity as he chooses.

Rashida: I agree, Shawn. Let's contact the agency's volunteer services and Catholic Charities to see if there are trained volunteers who can help provide some care.

Rashida: If the Browns are involved with a church, maybe we could check to see if they could provide some help.

Albert: We can contact some respite care services in the community – like Meals on Wheels. That would at least take care of some of the cooking for Betty.

Bea: We also need to ensure that families have the emotional support they need to go through the grief related to the death of a loved one.

Rashida: Let's contact Elder Care and other agencies to see what services are available for Bill and Betty.

Albert: And we need to make sure Betty receives grief counseling.

Bea: I can talk with Betty about the feelings she is experiencing. She is certainly having a reaction to all the grief and stress of watching Bill die.

Albert: Thanks everyone for all your good ideas!

Scene Four: Pink

Time: Friday, 1:00pm

Participants: Bill, Betty, Brent, Albert, and Rashida

Rashida and Albert ring doorbell.

Betty: Oh hello, Rashida. Come on in. I understand you met Brent yesterday?

Brent: Yes, we did meet. Hi Rashida.

Rashida: Hi Brent. I brought Albert, our nurse case manager. He's come to see how Bill is doing.

Betty: Thanks for coming.

Brent: Dad's been sleeping most of the day.

Albert: That's normal and it gives us a chance to talk for a couple of minutes. Betty, can we sit and talk about how things are going?

All have a seat at the kitchen table.

Betty: I just haven't gotten a chance to rest, with all of the cooking and getting the house ready for Brent...

Brent: Oh, mom you know you don't have to clean up for me. You have other things to worry about. Besides, I'm here to help!

Betty: Now, Brent, I won't have you coming home to a dirty house. I hardly get to see you at all!

Brent: Mom, I know, I just have so much to take care of with my kids now, too. I wish I could be here more often.

Albert: Brent, it's good that you're here to help now. Betty, I'm concerned that there is a lot of responsibility on your shoulders. I think we need to review some options that take care of *you* as well as Bill.

Betty: What are you thinking of?

Albert: As you know, Rashida and I are both interested in the best possible care for Bill, and I know the two of you are as well.

Rashida: It looks like Bill is starting to wake up. We should include him in this conversation.

All move to Bill's bedroom.

Albert: Hello Bill. Rashida and I stopped by together today to see if there are any additional needs or services that you might need.

Bill: Well, I'm glad you came over. I'm really worried about Betty. She works so hard taking care of me.

Betty: Oh Bill, I don't want you worrying about me! You're the one who's sick!

Brent: Albert and Rashida seem to have some ideas for all of us. I understand that it's possible to hire a part-time caregiver to help with Dad. I may live in California, but that's one way I could help. I'm happy to contribute to the cost.

Rashida: Betty, you mentioned that you hadn't been able to get to church lately. Could we contact your minister and see about any volunteers who might be willing to come in to visit with you or bring meals?

Albert: In our county, there are respite services available for family caregivers. I would be happy to call them for you.

Betty: Well I have to admit that I can't do this all alone anymore. I love my husband and I want him to have the best care possible.

Bill: I'll feel a lot better knowing that you aren't so overworked, Betty.

Albert: Great! Let's start with these ideas. I'll be back early next week to see how things are working out. Rashida and I will leave now and let you enjoy your family time together.

Bill Brown – Individualized Care Plan

(excerpted)

Diagnosis:

- Terminal colon cancer

Interests:

- Reduction of pain and assurance of comfort: ensure that pain medication is administered regularly and that pain is managed effectively. Contact nurse case manager if pain management needs to be re-assessed
- Death with dignity: ensure that Bill participates in decisions about his care as much as possible

Nutrition:

- Provide favorite foods as tolerable; Bill's appetite is naturally declining as his body begins to shut down
- Do not try to push food; allow Bill to eat as much or as little as he wishes

Safety and care instructions:

- Reduce potential for pressure ulcers and risk of infection by turning Bill 3 times daily
- Cleanse Bill's body once daily
- Provide liquid morphine pain medication as needed, up to every 2 hours
- Provide food as patient requests
- Encourage to drink at least 8 oz of fluid every two hours